

OBSERVATION REPORT #21

KPMG Consulting has observed inconsistent Daily Usage File (DUF) record types for ten (10) operator completed local telephone calls.

Issue

During the period of September 7-12, 2000, KPMG Consulting completed 1679 test calls for the New Jersey DUF Test for which Verizon provided the DUF records. Through evaluation of these records, KPMG Consulting has observed inconsistent DUF record types for ten (10) operator completed local telephone calls. According to the EMI standard,¹ an operator completed local call should produce one DUF record (EMI record type 100131). However, KPMG Consulting observed ten (10) instances where two records (EMI record type 100101 and 100131) were created for the same call.

In addition, discrepancies in the Method of Recording (MOR) for these two DUF records have also been identified. The first DUF record (EMI record type 100101) contains an MOR greater than ten, which identifies the call as operator handled. The second DUF record (EMI record type 100131) contains an MOR less than ten, which identifies the call as non-operator handled.

In 90 other instances, KPMG consulting observed one record for each operator completed local call as expected. As a result, the DUF record produced by Verizon appears to be inconsistent for operator completed local calls.

Percent of Error:

- Out of a total of ninety (90) operator completed local calls, ten (10) errors as described were detected. This provides an error rate of eleven percent (11%).

Three representative examples are detailed below:

EMI Record Type	Record Date	From Number	To Number	Initiation	MOR	File Name
100101	9/11/2000	6094042859	6096411900	13:58:11	22	BADUFNJ.A19995.0368.75748131900002a000
100131	9/11/2000	6094042859	6096411900	13:58:11	1	BADUFNJ.U19995.0368.84748131900002a000
100101	9/11/2000	7327298307	7322575555	13:05:35	22	BADUFNJ.R1ZTPS.0430.31748131900002a000
100131	9/11/2000	7327298307	7322575555	13:05:35	1	BADUFNJ.R1ZTPS.0430.31748131900002a000
100101	9/12/2000	8568572262	8566655313	16:30:22	22	BADUFNJ.U19995.0366.55341021900002a000
100131	9/12/2000	8568572262	8566655313	16:30:22	1	BADUFNJ.U19995.0366.55341021900002a000

Assessment

Verizon documentation does not indicate the creation of two DUF records for operator completed local calls. The generation of two DUF records could result in double billing for the CLECs.

¹ Exchange Message Interface (EMI) ver 17 rev 1 issued April 2000